

Business Process Re-engineering Myth or Reality?

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Notes

the 1990s, the number of people in the UK who are employed in the public sector has increased by 1.5 million, from 2.5 million in 1980 to 4 million in 1999. The public sector has grown from 10% of the economy to 17% of the economy.

There are a number of reasons for this increase. One of the main reasons is the increasing demand for public services. As the population of the UK has increased, so has the demand for public services. This has led to an increase in the number of people employed in the public sector. Another reason is the increasing cost of public services. As the cost of public services has increased, so has the number of people employed in the public sector.

There are a number of ways in which the public sector can be made more efficient. One way is to reduce the number of people employed in the public sector. This can be done by reducing the number of public services or by reducing the cost of public services. Another way is to increase the productivity of the people employed in the public sector. This can be done by providing them with better training and equipment.

There are a number of ways in which the public sector can be made more transparent. One way is to publish information about the public sector. This can be done by publishing the names of the people employed in the public sector, the salaries they are paid, and the services they provide. Another way is to allow the public to participate in the decision-making process of the public sector.

There are a number of ways in which the public sector can be made more accountable. One way is to hold the people employed in the public sector accountable for their actions. This can be done by requiring them to provide evidence of their work. Another way is to hold the public sector accountable for its actions. This can be done by requiring it to provide evidence of its work.

There are a number of ways in which the public sector can be made more effective. One way is to increase the number of public services. This can be done by increasing the number of people employed in the public sector. Another way is to increase the cost of public services. This can be done by increasing the salaries of the people employed in the public sector.

There are a number of ways in which the public sector can be made more efficient, more transparent, more accountable, and more effective. These ways are not mutually exclusive, and they can be used together to make the public sector a better place to work and to live.

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What is Business Process Re-engineering?

A means of achieving radical improvements in business performance and competitiveness through a re-evaluation and redesign of core business processes.

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Image of IS Department

“A group of expensive technical staff who do not relate well to the business needs of the organisation”

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Skills Required for Business Process Re-engineering

- Psychology of seeking continuous improvement and service
- Seeking of projects which lead to step change in organisation's effectiveness

Source: Andersen Consulting

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Case Study 1

Major Utility Driving Forces



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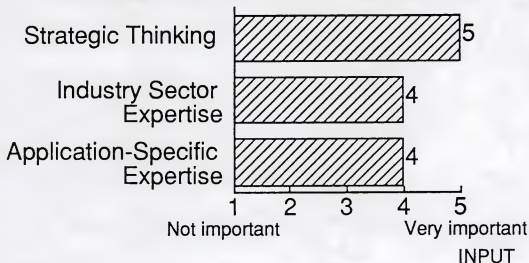
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Case Study 1

Vendor Selection Criteria



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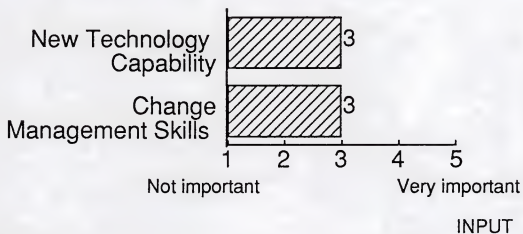
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Case Study 1

Vendor Selection Criteria



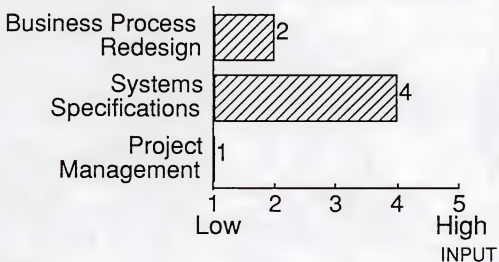
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Case Study 1

Extent of Vendor Involvement



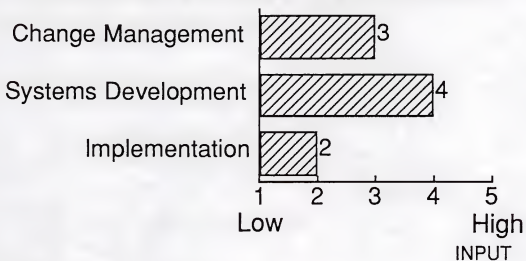
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Case Study 1

Extent of Vendor Involvement



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Case Study 2—Reinshagen

- Benchmarking—to pinpoint areas for improvement
- Cross-functional impact analysis
- Activity-based costing to understand overheads

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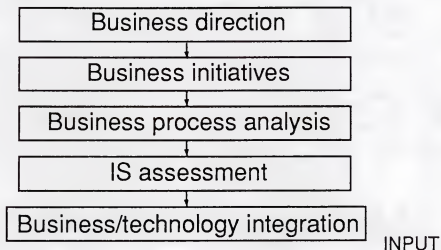
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EDS—Business Information Planning



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Gemini Consulting

- Business transformation through multidisciplinary projects
- Targeting Fortune 100
- European business transformation revenues of \$75 million

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Cap Gemini Sogeti

- Developing international account liaison
- Forging closer links with Gemini Consulting
- Board-level transnational approach

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Digital—Consulting Revenue Growth

Market Sector	Growth Expectations
IS consulting	Very High
Strategy consulting	Medium - High
Process re-engineering	Medium - High
HR consulting	Medium

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Digital—Business Process Re-engineering Contracts

Client	Aim of Project
GEC Express Lifts	Significant competitive advantage over main competitor
Barnge Nationale de Paris	Customer service improvement and cost reductions

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Coopers & Lybrand BreakPoint BPR

- Core process definition
- BreakPoint identification
- Process re-design
- Change management

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